



# COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

## TRAVEL HOST SUPERVISOR

Job Number: 20001578

Job Code: 81630V000101

Job Group: 8100 - COMMUNICATIONS AND PROMOTIONS

Job Established: 11/16/2003

Job Revised: 02/24/2006

Grade: 11 Salary (MIN - MID):

\$13,581-\$17,990 - Hourly

\$2,206.92-\$2,923.38 - 37.5 Hr. Monthly Salary

\$2,354.04-\$3,118.28 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

### PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

**CHARACTERISTICS OF THE JOB:** *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Supervises the travel host operations and personnel at Kentucky Welcome Centers and performs travel host duties; OR supervises the travel host operations and personnel performing tour guide duties at the Capitol; and performs other duties as required.

### MINIMUM REQUIREMENTS:

#### **EDUCATION:**

High School and 54 semester hours from a college or university.

#### **EXPERIENCE:**

Must have two years of experience dealing directly with the public, and an additional one-year of supervisory experience in any field; OR an additional one-year of administrative experience in the travel or convention business.

#### **Substitute EDUCATION for EXPERIENCE:**

Additional education will substitute for the required experience dealing directly with the public on a year-for-year basis.

#### **Substitute EXPERIENCE for EDUCATION:**

Additional related experience will substitute for the education on a year-for-year basis.

#### **SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):**

NONE

**EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION:** *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Works with local community leaders and Kentucky artisans to implement craft/community displays located at Welcome Centers. Plans activities at the Welcome Center and/or the Capitol to assist in the promotion of Kentucky attractions and festivals. Address various civic groups providing information about places of interest and upcoming events. Must possess a general knowledge of local and statewide establishments and attractions. Travel as necessary to attend management or committee meetings. Research and maintain stock of informational material for display and distribution to visitors. Works with, and trains, Welcome Center and/or Capitol staff to ensure appropriate understanding of customer service, travel assistance, destination planning and computer operations. Hires staff, creates work schedules and supervises travel hosts or tour guides. Train and assist staff in providing Welcome Center and/or Capitol visitors with necessary information, and in reference to agency policies and procedures, safety precautions and in the handling of delicate situations. Completes performance evaluations, authorizes overtime and leave usage, issues disciplinary actions, and maintains time and attendance records. Performs all duties of a travel host. Administer budget for Welcome Center expenditures. On call responsibilities twenty-four a day, seven days a week. Responsible for gathering, preparing and maintaining all administrative records and reports for assigned center. Coordinate emergency plans with other agencies as required.

**UNIQUE PHYSICAL REQUIREMENTS:**

Employees in this job title perform light physical activities requiring standing, walking, and stooping, lifting and carrying brochures from storeroom to restock brochure racks.

**TYPICAL WORKING CONDITIONS:** *Incumbents in the job will typically perform their job duties under these conditions.*

Working conditions for positions in this job title are generally pleasant with some exposure to heat and cold due to regular entrance and exit of visitors and with occasional exposure to rude, obnoxious and/or intoxicated visitors. May be called in absences or emergencies to work evenings, weekends and holidays. Employees in this job title are responsible for total care of pre issued uniforms.

**ADDITIONAL REQUIREMENTS:**

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.*